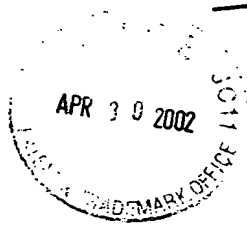


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Crouch, et al.

Serial No.: 09/232,749

Filed: January 15, 1999

Title: QUEUE AS CALLABLE ENTITY
IN IP TELEPHONE SYSTEM

Group Art Unit: 2664

Examiner: Tran

I hereby certify that this paper is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this date.

Date Signature

4-16-2

Signature *B. G.*

RECEIVED

MAY 08 2002

Technology Center 2600

AMENDMENT

Assistant Commissioner
for Patents
Washington, D.C. 20231

Dear Sir:

In response to the Official Action mailed January 10, 2002, please enter the following Amendment:

IN THE CLAIMS:

1. (Amended) A telecommunications system, comprising:
 - a packet switched network;
 - one or more telephony devices coupled to said packet switched network; and
 - one or more queues, coupled to said packet switched network, said one or more queues configured to receive forwarded calls from said one or